From:	Pence, Daniel
To:	Carey Dowell
Subject:	RE: Colorado Springs Lamp Warranty
Date:	Wednesday, January 31, 2018 9:03:08 AM

[External Email - Be careful! DO NOT open attachments or click links from unknown senders or unexpected email.]

Thanks Carey. I'll wait to hear back from you. If there is a form to fill out please send it along.

Dan

From: Carey Dowell [mailto:cdowell@csu.org]
Sent: Tuesday, January 30, 2018 6:56 PM
To: Pence, Daniel <Daniel.Pence@suez-na.com>
Subject: RE: Colorado Springs Lamp Warranty

Dan,
Feb. 5th would work for me.
Utilities has a new on-site visitor protocol that we are still getting used to.
I will let you know what I need to get you on to the Las Vegas facility.

Thanks,
Carey Dowell
719-668-4464

From: Pence, Daniel [mailto:Daniel.Pence@suez-na.com]
Sent: Monday, January 29, 2018 11:35 AM
To: Carey Dowell <cdowell@csu.org>
Subject: FW: Colorado Springs Lamp Warranty

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Hello Carey,

If you recall we talked toward the end of last year about the UV system there at the LV plant.

I am going to be in your area next week and wanted to see if you had some time Monday, February 5th at around 2:30PM. I'd like to stop in to see the plant and see how things are working. Please let me know. Thanks.

Dan Pence

From: Carey Dowell [mailto:cdowell@csu.org]
Sent: Friday, October 6, 2017 3:32 PM
To: Pence, Daniel <Daniel.Pence@suez-na.com>
Cc: Keller, Rich <Richard.Keller@suez-na.com>
Subject: RE: Colorado Springs Lamp Warranty

Daniel,
I was wondering what the limit on lamp strikes were as the hours were the factor for warranty coverage. Paul Beck was at our facility in June of 2016 to review the operation of our system and all lamps were set for 300 minimum runtime from 60. As I told Paul our lamps don't cycle 4 times a day as most of them are on our 1st bank which is on the whole time the channel is in service. We also have swapped banks to get the lamps out of the dimming area of the channel and get more runtime and less strikes and modulation.
40 lamps out of the 5 sheets I sent seems very low. From the start we have sent in the sheets with all lamps replaced and let you determine the amount of warranty replacement. We have had problems with getting anyone to respond to our warranty requests and now 40 out of 180 lamps doesn't seem correct.
If you could clarify the warranty portion with hours and strikes I guess I would get the understanding of 40 out of 180 lamps covered for warranty. Attached is the warranty we received at the commissioning of our UV system.

Thank you,

Carey Dowell /Operations Supervisor 1
Colorado Springs Utilities
845 East Las Vegas St.
Colorado Springs, Colorado 80903
Phone: (719) 668-4464
Cell: (719) 499-4205
cdowell@csu.org

From: Pence, Daniel [mailto:Daniel.Pence@suez-na.com]
Sent: Tuesday, September 26, 2017 6:47 AM
To: Carey Dowell <cdowell@csu.org>
Cc: Keller, Rich <Richard.Keller@suez-na.com>
Subject: Colorado Springs Lamp Warranty

[External Email - Be careful! DO NOT open attachments or click links from unknown senders or unexpected email.]
Hello Carey,

We have not talked but I am the customer service manager at SUEZ/Ozonia.

Rich Keller forwarded me your UV lamp warranty request. Based on the hours/cycles recorded in

the log sheets we calculated 40 of these lamps qualify for warranty.

Please review your lamp logs as about 50% of the lamps have excessive cycles per day. Lamps should not cycle more than 4 times per day. More than this will shorten the lamp life and void the warranty.

In the near future I will have a technician in your area. I would like to have them stop in on a courtesy visit to review the operation of the system at Colorado Springs. In the interim, please review the operation of the UV system to make sure the lamps are not over-cycling. If you need immediate assistance please call into service and they may be able to help over the phone. The number is 877-769-6642. If you don't get help please let me know. Thank you.

Sincerely,

Daniel Pence
Aftermarket Sales Manager

SUEZ Treatment Solutions Inc.
600 Willow Tree Road
Leonia, New Jersey 07605
Tel: 201-676-2428
Cell: 201-835-9239
Email: Daniel.pence@suez-na.com

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